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QUESTION 1

A customer has two main receptionists using SoftConsole, however, two back office workers have the SoftConsole on their PC to take calls and cover for the receptionists when they are away from their desk. During business hours, how many licenses are required for the two SoftConsoles?

- A. 8
- B. 6
- C. 4
- D. 2

Correct Answer: C

In this scenario, four SoftConsole licenses are required. Two for the main receptionists and two for the back-office workers who will cover the receptionists' duties.

QUESTION 2

A customer wants to synchronize all their Outlook contacts into the one-X?Portal personnel directory.

What is the recommended method to achieve this while ensuring data integrity and minimal effort?

- A. Manually copy and paste all contacts from Outlook to the personal directory.
- B. Import the Outlook contacts using a .csv format and configure the synchronization settings.
- C. Integrate the IP Office with Outlook using the Avaya Outlook Plugin.
- D. Add each Outlook contact individually into the personal directory and verify them against the original source.

Correct Answer: B

QUESTION 3

Upon plugging in a new IP500 V2 device, the dashboard displays two ports in one of the modules to be green, even though no telephones are connected. What could be the reason behind it?

- A. The chassis contains a Combo Card.
- B. The operating system is operational, and an administrator is configuring the system.
- C. The device has passed self-test and is powered on.
- D. Both LAN1 and LAN2 connections are disconnected.

Correct Answer: A

QUESTION 4

Which two are required for IP Office to support a SIP IP hard telephone with the most advanced features? (Choose two.)

- A. user profiles set to Virtual
- B. Advanced System license
- C. endpoint license
- D. user profile set to Teleworker
- E. user and SIP extension in IP Office

Correct Answer: BC

http://www.patton.com/files/support/kb/Avaya_IP_Office.pdf

QUESTION 5

When ISDN/PRI calls are being disconnected, what tool should be utilized to troubleshoot the issue?

- A. SSA Snapshot
- B. Debug View with default filters
- C. Debug Manager on DTE port
- D. System Monitor with enabled ISDN L3 filter options.

Correct Answer: D

QUESTION 6

A customer using Voicemail Pro wants to retrieve information left by the caller through a web interface.

Which Voicemail Pro feature can the technician suggest?

- A. Voicemail Collect
- B. Campaign
- C. Looped Announcement
- D. Avaya Contact Recorder
- E. Auto Attendant

Correct Answer: D

QUESTION 7

Upon successful installation of IP Office Server Edition, which application is used to install the necessary licenses for the system?

- A. Avaya Aura?System Manager
- B. IP Office System Monitor
- C. IP Office Configuration Tool
- D. IP Office Manager

Correct Answer: D

<https://downloads.avaya.com/css/P8/documents/100164733> Page: 53

QUESTION 8

In an installation of Server Edition, as well as the IP Office, the Voicemail Pro and one-X?Portal are also installed at the same time. Therefore, by default they should both be running. Which application would NOT be useful to check if they are in fact up and running?

- A. Voicemail Pro Windows Client
- B. System Status Application
- C. Web Manager
- D. Manager Application

Correct Answer: C

<https://downloads.avaya.com/css/P8/documents/100173993>

QUESTION 9

Avaya IP Phones to IP Office QoS monitoring can be performed by the IP Office. What are the two actions required to view QoS outcomes? (Choose two.)

- A. Choose "Enable Metric" on the Line form.
- B. Check "Enable RTCP Monitoring".
- C. Use DebugView to analyze latency, jitter, and delay.
- D. Trace lines or extensions in SSA.
- E. Allow force authentication on IP telephones.

Correct Answer: BC

QUESTION 10

A company with 500 users has a single IP Office Server Edition providing telephony, presence and Instant Messaging, UMS, Conferencing, and Mobility support. They are acquiring a remote company with 400 users. They want to ensure all IP Office features are available to everyone and maintain Avaya support.

What is the minimum hardware requirement to achieve this?

- A. IP Office Server Edition with additional hardware resources
- B. IP Office Server Edition with added software licenses
- C. IP Office Cloud Edition with added hardware resources
- D. IP Office Cloud Edition with added software licenses

Correct Answer: A

<https://downloads.avaya.com/css/P8/documents/100164650>

QUESTION 11

A customer is running an IP Office 500 V2, one-X Portal, Voicemail Pro, and CCR supporting 50 users, of which 10 are CCR agents. They are currently on software version 8.0 and would like to upgrade to version 9.1. What application changes will they need to make during the upgrade?

- A. Only CCR as it is not supported in 9.0 or higher.
- B. Only one-X Portal as it is supported in 9.0 or higher.
- C. All applications, as 9.1 does not support any of them.
- D. All applications can be upgraded to 9.0 or higher without changes.

Correct Answer: A

<http://www.digitcom.ca/blog/Avaya-IP-Office-R9.1-The-IP-Office-is-All-Grown-Up.html>

QUESTION 12

What is the recommended method for adding new users to an IP Office Server Edition in Select mode, ensuring efficient management?

- A. Manually with copy and paste
- B. Using the Outlook Plugin
- C. With UMS and LDAP
- D. With the IP Office Manager Application and custom scripts

Correct Answer: C

<https://www.avaya.com/en/documents/ip-office-select-sme7648.pdf>

QUESTION 13

A customer has 25 users who are using one-X Portal, and they have the UCMv2 installed on their IP Office 500 V2 system. What is the maximum number of voicemail ports supported on the Voicemail Pro in this scenario?

- A. 30
- B. 20
- C. 25
- D. 40

Correct Answer: B

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QUESTION 14

If ContactStore is running on a separate server from Voicemail Pro, a registry key must be set in the ContactStore server. What is the exact purpose of this registry key, which poses potential security risks if not set correctly?

- A. It stores the ContactStore License in the server running ContactStore for auditing purposes.
- B. It registers ContactStore with IP Office for seamless integration.
- C. It tells ContactStore the exact location of the folder shared with Voicemail Pro for reliable communication.
- D. It provides read/write access to browser users for easy management.

Correct Answer: C

QUESTION 15

Which application is recommended for monitoring and displaying available resources on an IP500 V2 system in real-time?

- A. IP Office Monitor
- B. System Status Application
- C. DbgView
- D. IP Office Manager

Correct Answer: A

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